

Goodwill

Industries of South Texas, Inc.



Employee Handbook

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GENERAL GUIDELINES

The following guidelines and policies are provided to aid your employment with Goodwill Industries of South Texas, Inc. throughout your employment, these guidelines and policies should be used as a daily reference.

The policies provided here are intended as a guideline for supervisors in administering Goodwill programs. These statements of policy are not to be interpreted as a contract of employment or as a "promise."

It is impossible to address all possible contingencies and these policies are provided only as a guideline and are not intended to, and do not, guarantee any particular procedure, benefit or continued employment.

Clarification of any information stated in this handbook should be referred to Human Resources.

EMPLOYMENT AT-WILL

All employees are hired on an **at-will status**. Goodwill has the right to discharge any employee at any time, with or without cause.

No one other than the President of Goodwill has the authority to make an agreement contrary to employment-at-will status.

EMPLOYEE CLASSIFICATIONS

The following are personnel classifications. All employees in the organization will be classified as one or another classification.

1. Regular, full-time employee:
 - a. An employee who is regularly scheduled to work 35 or more hours per week.
2. Regular, part-time employee:
 - a. An employee who is regularly scheduled to work less than 35 hours per week
3. Temporary employee:
 - a. An employee who is hired for a specific assignment and for a specified amount of time.
4. Exempt, full-time employee:
 - a. An employee who regularly supervises two or more other employees and has management as the primary duty of their position. These are salaried employees and are not eligible for overtime by the Fair Labor Standards Act (FLSA).

PAY AND TIME SHEET INFORMATION

Clocking In/Out

All hourly employees with access to a time clock **must** use the time clock. For hourly employees without access to a time clock they may use their Smartphone and the UKG application to clock in/out.

Employees may clock in 5 minutes prior to actual starting time and clock out no later than 5 minutes after quitting time. Employees may not work in excess of scheduled time without prior authorization.

Employees must leave Goodwill premises immediately after clocking out, unless the employee has been requested by the supervisor to work overtime.

Clocking another employee in or out is a violation and can result in disciplinary action up to and including termination.

Work Hours

Each employee's work schedule is published by the manager or supervisor on a regular basis. Work schedules may not be changed by the employee without the expressed approval of the manager or supervisor.

It is the responsibility of the employee to ensure they have received the current work schedule.

Lunch Periods

Lunch periods are assigned by the employee's direct supervisor.

Lunches may be brought in and kept in the refrigerator (if one is available) in the employee's lunch area or in the employee's locker.

In the lunch areas, employees are expected to clean up after themselves to maintain a clean, safe and healthy environment. **Food and beverages are prohibited in work stations or at cash registers.**

Overtime

Employees are compensated for overtime in accordance with the Fair Labor Standards Act (FLSA). Should an employee work over 40 hours in any one work week, the employee will be paid time and one-half for all work hours in excess of 40 hours. Employees may not work in excess of their scheduled time without prior authorization.

All overtime MUST be authorized in advance by the Regional Director.

Paychecks

All employees are paid on a biweekly basis every other Friday. The payroll work week begins on Sunday and ends on Saturday. All payroll checks are direct deposited.

Any questions concerning an employee's paycheck should be referred to his/her immediate supervisor or to the Business Office.

Pay-stubs can be found and printed from the employee's UKG profile. If you do not know how to access UKG speak with your immediate supervisor or the Business Office for assistance.

An employee's check-stub may be released only with the employee's written permission

Any checks will be mailed to the address on file on the Wednesday prior to the Friday pay day.

Submit a change request in UKG with any change of address, phone number or change in W-4 information.



EMPLOYEE INFORMATION

Conflict of Interest

It is the policy of Goodwill Industries of South Texas, Inc. to conduct the business of the corporation in a manner that promotes the highest moral, legal, and ethical behavior. As such, board member, employees, and volunteers (referred to as covered persons) are restricted from engaging in any activity that may constitute a conflict of interest. For the purpose of this policy a "conflict of interest" is defined as any situation or activity that gives rise to a covered person being influenced by consideration that affect the covered person professionally or financially in the course of performing work. Conflict of Interest includes any circumstance that could cast doubt on an individual's ability to act in the best interest of Goodwill Industries of South Texas, Inc.

Employees and volunteers are required to report potential conflicts of interest to their immediate supervisor, who will notify their Director of the potential conflict. If the supervisor is believed to be engaged in a conflict of interest, employees and volunteers should report the conflict of interest to a Director, Vice President, or the President and CEO.

Relationships and Dating

It is the important at Goodwill Industries of South Texas, Inc that proper boundaries between Employees and Participants are kept at a professional level during working hours. While Goodwill respects the personal relationships of it employees and participants it is important to maintain a professional appearance towards customers and other members of the community we serve.

Personal relationships are considered: family, friends, and partners/spouses.

Goodwill does not prohibit personal/romantic relationships between employees, however; we do ask that these relationships are disclosed to your direct supervisor. All reported relationships will be reviewed on a case by case basis by management.

Procedures

1. During working time and in working areas, employees are expected to conduct themselves in an appropriate workplace manner that does not interfere with others or with overall productivity.
2. During nonworking time, such as lunches, breaks, and before and after work periods, employees engaging in personal exchanges in non-work areas should observe an appropriate workplace manner to avoid offending other workers or putting others in an uncomfortable position.
3. Employees are strictly prohibited from engaging in physical contact that would in any way be deemed inappropriate in the workplace by a reasonable person while anywhere on company premises, whether during working hours or not.
4. Employees who allow personal relationships with co-workers to adversely affect the work environment will be subject to disciplinary action up to and including termination.
5. Employee off-duty conduct is generally regarded as private, as long as such conduct does not create problems within the workplace. An exception to this principle, however, is romantic or sexual relationships between supervisors and subordinates.
6. Hiring or promoting of any employee who has a close personal relationship with the direct supervisor must have approval from a member of Senior Management.
7. Any supervisor, manager, executive or other company official with Goodwill Industries must disclose the existence of a romantic or sexual relationship with another co-worker. Disclosure may be made to the individual's immediate supervisor or the Director of Human Resources (HR) who will review the circumstances to determine whether any conflict of interest exists.

- a. If a conflict of interest is found the immediate supervisor and Director of Human Resources will find an appropriate solution to resolve the conflict.
 - b. Failure to cooperate to resolve the conflict of interest or problem caused by a relationship may result in disciplinary action up to and including termination.
8. Relationships between Goodwill employees and participants in Community Service Restitution (CSR) are strictly **prohibited**.
 9. Exceptions to this policy are made on a case by case basis by a member of Senior Management ONLY.

Individuals in supervisory or managerial roles, and those with authority over others' terms and conditions of employment, are subject to more stringent requirements under this policy due to their status as role models, their access to sensitive information, and their ability to affect the employment of individuals in subordinate positions.

Unsolicited Gifts

No gifts or money may be accepted by a Goodwill employee from any customer, supplier or others which could be construed as influencing or rewarding a particular business decision.

You must report any gift or monetary contribution to your supervisor immediately.

For more information see the Gift Acceptance policy.

Housekeeping

It is the responsibility of each employee to keep work areas as neat and clean as possible. Passageways and aisles should be kept clear of all equipment and any objects or debris that could cause a safety hazard in an emergency.

Personal Telephone Calls

Telephones are provided to conduct agency business and not for personal use of employees.

Occasionally it may be necessary for an employee to use the agency phones for personal business. In such a case, permission should be sought from the employee's supervisor. **Personal calls are to be limited to 3 minutes.**

Any personal calls which result in a charge or expense to Goodwill must be reimbursed by the employee after being notified of the charge or expense by the Business Office.

Collect calls are not accepted.

Personal Mail

Due to the volume of mail handled by this agency, employees are requested to avoid sending or receiving personal letters or packages through the agency's mail system.

All mail, whether addressed to the agency or to an individual will be sorted by the Receptionist and opened by the President and CEO or their designee.

If an employee does send or receive personal mail which results in a charge or expense to Goodwill, the employee must reimburse Goodwill immediately after being notified of the charge or expense by the Business Office.

Personal Information Changes

Goodwill needs current information on each employee. Submit a change request in UKG with any change in name, address, telephone number, marital status, etc. All personal information is considered confidential and is protected as such.

Personal Property

Employees are discouraged from bringing their own personal property into any Goodwill facility. Personal property left at Goodwill will be at the sole risk of the employee. Personal property brought into the work area must be approved by the supervisor.

Goodwill Industries will not be liable for any personal items damaged due to any cause including, but not limited to, misplacement, theft, fire, or water damage.

Employee Shopping

It is the policy of Goodwill Industries of South Texas, Inc. to maintain the trust of our customers and ensure that the resources earned are of the greatest value to continue the mission of Goodwill Industries. All employees are encouraged to shop at Goodwill stores. The following restrictions apply to all employees, including corporate staff:

All employee purchases must have management approval.

Employee Shopping Policy:

1. Employees are permitted to purchase merchandise from the location where they are employed **ONLY** on their days off. The purchase

must be completed by a Store Manager or Crew Leader.

2. Employees may not purchase items from any Goodwill retail store for the purpose of re-sale.
3. Employees may not purchase items with the processing color of the current week. This applies to all stores, not just the store where you are employed. For corporate staff this applies to all stores.
4. Prior to transaction, all employee purchases must be approved by the Store Manager or crew leader and documented in the Employee Purchase Log. The receipt will be printed and filed in the log book to accompany each entry.
5. The Employee Purchase Log will be submitted to the Director of Retail Sales at the end of every month.
6. All employees are eligible for a 40% discount in any store within the territory of Goodwill Industries of South Texas, Inc. Family and friends do not qualify for this discount. The discount may not be combined with any other discounts that may be offered.
7. All purchases are final and may not be returned.
8. No employee may request that merchandise be held for purchase at a later time. Merchandise must be paid for at time of purchase via cash, check or credit card.
9. All items will be priced according to the current pricing structure. No employee may buy or sell merchandise to an employee that appears to be under priced.
10. No item may be carried from the production area to any sales area for purchase by or for an employee with the intent to violate this policy.
11. Employees may not have customers or other family members purchase merchandise for them as a way to circumvent this policy.
12. Concealing merchandise is considered theft and will result in disciplinary action up to and including termination.
13. Any action that circumvents the Standard Operating Procedures of Goodwill Industries of South Texas, Inc. is a violation of this policy.
14. We reserve the right to check lockers, bags, and purses upon reasonable suspicion of violation of this policy.
15. Failure to comply with this policy will result in disciplinary action up to and including termination.
16. Theft is a crime. We reserve the right to criminally prosecute and legally trespass any employee in violation of this policy that is ultimately deemed as theft.

Prior to transaction, all employee purchases must be approved by the Store Manager or supervisor and documented on the Employee Purchase Log. The

Employee Purchase Log will be submitted to the Regional Director at the end of every month.

Training

Goodwill staff will receive role specific training upon hire and as needed.

Theft

All donations are the property of Goodwill Industries of South Texas, Inc. This includes donations that are disposed of in the dumpster/trash receptacles or those sent for salvage.

Theft of Goodwill Property includes but is not limited to:

1. Concealing merchandise and/or donations with the intent of removing them from company property.
2. Concealing or hiding merchandise with the intent of purchasing at a later time.
3. Taking money from the register or from donations.
4. Having family and/or friends purchase merchandise for you.
5. Taking donations from Goodwill property; this includes: the store, production, warehouse, donation sites and drop boxes, and dumpsters or trash receptacles.
6. Changing the price of merchandise.
7. Unauthorized discounts
8. Pulling merchandise from production for purchase by yourself or family/friends.
9. Damaging merchandise for the purpose of obtaining a discount.
10. Failing to ring up a transaction and bagging or taking the merchandise without completing the required transaction.
11. Using any Goodwill property for personal gain.
12. Taking or stealing items from another employee or their locker.
13. Misusing or misappropriating classified or proprietary information for the purpose of personal gain.

Weather Emergency

Goodwill Industries' main facility and all stores remain open during most periods of extreme weather conditions. Goodwill facilities close during any weather emergency declared by the Governor or the Mayor of a city in which Goodwill Industries of South Texas has a location.

Employees are expected to make an extra effort to report for work on time. If, however; the public is informed that driving to work could cause safety concerns, the

employees are expected to call their supervisor or Human Resources to confirm office closure for the day.

In the event of a local, state, or national weather emergency all Goodwill employees will be notified of any facility closures via email, text, or phone call.

Goodwill Industries' Role in Times of Disaster

Goodwill Industries of South Texas Inc. is a not-for-profit organization whose purpose is the help people with disabilities or disadvantageous conditions to seek employment, education, and training. As such, it is not Goodwill's mission to provide for human needs in times of crisis or disaster. Goodwill will support other organizations, such as FEMA, The American Red Cross, The Salvation Army, and/or other community disaster relief organizations, within the agency's resources. In times of disaster, a community can call on Goodwill as a responsible partner to help with facilities, logistics, and other needs. Goodwill relies on the generosity of the public to be successful in fulfilling its mission, and Goodwill is committed to ensuring the community remains successful at all times.

Since many of the people Goodwill employs are fragile workers, they have few job options, and may also have fewer than average daily living resources. So when a disaster strikes, Goodwill workers may need extra help. As a responsible employer, Goodwill will attempt to contact every employee as soon as possible in a disaster situation and works with other organizations to provide for the employees' well being. Maintaining employment is a critical priority so that a paycheck can help provide for other needs.



PERSONNEL INFORMATION

Internal Job Posting

As job openings become available, they are posted on the Goodwill Industries of South Texas, Inc. website. Interested employees are encouraged to apply. Internal applications are made through your UKG profile under the My Info tab > My Career > Search for Jobs. For assistance please contact Human Resources.

Bulletin Boards

Bulletin boards provide valuable information to all employees. **ONLY** information approved by Human Resources may be posted. Check the bulletin boards regularly for important announcements.

Suggestions

All employees are encouraged to offer suggestions to improve operating efficiency, employee morale, safety, etc. Suggestions should be discussed with the immediate supervisor or division director.

United Way

Goodwill receives financial support from the United Way of the Coastal Bend and the United Way of Hidalgo County. On an annual basis, Goodwill's agency coordinator conducts a United Way campaign to solicit pledges. Payroll deduction for pledges begins in January of the following year.

Goodwill encourages all employees to give their fair share.

Military Duty

Military leave will be granted subject to Federal and State law. At the conclusion of the leave, employees generally have the right to the same position help prior to the leave or to positions with equivalent seniority, pay and benefits. Employees are required to submit their military orders as soon as practical to Human Resources.

The employee must report to work as soon as the military leave is completed.

Reduction in Force

Goodwill makes every effort to maintain sufficient work to avoid a reduction in force and/or hours. However, due to conditions beyond the agency's control, this may not always be possible. Reduction in force and/or hours may result from, but is not limited to, reorganization, changes in funding or lack of work.

The agency makes every effort to inform employees in a timely manner of anticipated dates and duration of a reduction in force and/or hours. Affected employees are notified by their respective manager/supervisor and/or Human Resources.

In case a reduction in force is necessary, the remaining vacation time is paid to affected, eligible employees. Procedures contained in the REHIRE POLICY are applied to former employees who are recalled from a reduction in force action.



SECURITY

Confidential Information

Employees who have access to confidential information about other employees and people being served by Goodwill Industries are prohibited from revealing confidential information to co-workers or any outside sources. Confidentiality shall include, but not be limited to, salary, financial or personnel information.

Salary arrangements are considered confidential. Employees are expected to respect and maintain this confidentiality. Salary should not be discussed with anyone other than an employee's immediate supervisor or Human Resources.

Goodwill Property

Employees are prohibited from removing from Goodwill premises any tools, equipment or donated items without the specific approval of management.

All donated items become the exclusive property of Goodwill Industries.

No donated items which become the exclusive property of Goodwill Industries may be destroyed or declared 'trash' without the explicit approval of Management.

Lockers

Lockers are assigned based on availability and may not be available at every location. Employees are responsible for obtaining their own lock and must furnish a key or the lock combination to their direct supervisor and/or Human Resources.

In all Goodwill facilities, large, over-sized bags and purses are prohibited in the store, workshop, warehouse and other work areas as indicated by posted signs. If these items must be brought into Goodwill property by the employee, the bags or purses must be kept in a locker or vehicle.

All lockers are the property of Goodwill Industries and may be searched at anytime with or without notice.

Parking

Parking on Goodwill property is provided as a convenience to employees. Goodwill assumes no responsibility for damage to vehicles or theft of articles from vehicles while on agency property.

Searches

This agency reserves the right to conduct searches or inspections of an employee's personal effects based on reasonable suspicion or cause. Searches may include, but not be limited to, purses, briefcases, and motor vehicles located on agency property, agency property used by an

employee, including, but not limited to, lockers, desks, and offices whether secured by a lock or locking device provided by the employee, or unsecured.

There is no general or specific expectation of privacy in the workplace of Goodwill Industries, either on Goodwill premises or while on duty. In general, employees should assume that what they do while on duty or on Goodwill premises is not private. This procedure is subject to change at any time.

Solicitation

Solicitation of any type or for any reason is prohibited at any Goodwill facilities.

Statements to the Media

Statements to the media will be made by authorized personnel only. The media may include but not be limited to, television, radio, newspapers and magazines. Refer any media representatives to the Vice President of Marketing and Fund Development or the President and CEO.

Firearms

To ensure an environment free of fear and intimidation, it shall be the policy of Goodwill Industries of South Texas, Inc. to prohibit employees, volunteers, or participants from openly carrying a firearm, even if the individual is licensed to carry by the state of Texas. The prohibition from open carry includes all Goodwill locations, company vehicles, or while acting as a company representative at any work-related activities, meetings, or functions.

Individuals are permitted to transport and store in a safe and discreet manner a legal firearm and ammunition in a personal vehicle while the vehicle is on Goodwill property. This policy is intended to comply with all applicable state laws concerning the right to possess and carry firearms and shall be interpreted and enforced accordingly.

Any employee, volunteer, or participant identified with an open carry firearm will be asked to store the weapon in their personal vehicle, or to conceal if they possess a valid license to carry or are 21 and older and can legally possess a firearm.

Unauthorized Weapons

Employees, people participating in Goodwill Programs and/or other individuals are prohibited from bringing onto Goodwill premises unauthorized weapons, including but not limited to; guns, knives, explosives, etc. Anyone discovered to carry or have in his/her possession or locker any unauthorized weapons will be subject to disciplinary action up to and including termination.

Visitors

Visitors are family members, relatives, friends, former employees, or suppliers who visit the agency. A visitor includes anyone who is not a current employee or a client receiving services. Visitors who do not have a legitimate reason for being at a Goodwill facility are not permitted at any time. Visitors must sign-in with the Receptionist. For safety reasons, visitors must be accompanied by an employee at all times. Employees are responsible for the conduct and safety of their visitors, as well as for safeguarding Goodwill property and/or confidential information.



EMPLOYMENT POLICIES

HUMAN RESOURCES WILL PROVIDE A COMPLETE COPY OF ANY EMPLOYMENT POLICY TO AN EMPLOYEE UPON EMPLOYEE'S REQUEST.

Abuse and Neglect

It is the policy of Goodwill Industries to prohibit verbal, physical, sexual, psychological, emotional abuse, exploitation, or neglect of those people referred for professional services to Goodwill Industries.

It is the responsibility of every Goodwill employee who has reasonable cause to believe that an elderly or person with a disability has been abused, exploited, or neglected to report the information to the Vice President of Mission Services. Further, it is the responsibility of Goodwill employees to identify and actively investigate allegations of abuse and neglect by employees or affiliates.

All allegations of abuse shall be reported immediately to the Division Director and Vice President of Mission Services. TEXAS DEPARTMENT OF HUMAN SERVICES: 1-800-252-5400.

Americans with Disability Policy

Americans with Disability Policy

It is the policy of Goodwill Industries of South Texas, Inc. to actively support the language and intention of the Americans with Disabilities Act (ADA) as signed into law on July 26, 1990 and the Americans with Disabilities Amendments Act (ADAA).

Goodwill Industries of South Texas, Inc. will comply with the ADA in all of its management and daily operational practices, unless such compliance is not readily achievable or would result in undue hardship. Title I-

Employment; Title II- State and Local Government; and Title III- Public Accommodations and Commercial Facilities.

Attendance

It is the policy of Goodwill Industries to keep absenteeism at a level that maintains the schedule of operations running without interruption. Every employee is expected to report for work regularly as scheduled on time. Good attendance is an important job requirement.

Reporting attendance in a timely and accurate manner shall be the responsibility of the employee. **It is the employee's responsibility to be at work on time and as scheduled.**

Reporting Absences

Whatever his/her work schedule may be, each employee is required to report to work at scheduled starting time, contact his/her immediate supervisor within 30 minutes of the time they were scheduled to have reported for work if he/she will be absent or late, telling supervisor the reason for the absence or lateness and its anticipated duration. If supervisor is not available, employee may leave a message via voicemail, e-mail, or text message. Employee must leave a callback number when leaving a message.

Employees must get approval from supervisor for leaving during a work shift due to illness, injury or some other compelling reason. When supervisor is unavailable, employees should follow supervisor's reporting absence procedures.

Goodwill Industries of South Texas retains the right to verify absences.

Chronic or excessive tardiness or absence can result in disciplinary action up to and including termination.

Absence without notice for three consecutive workdays shall cause immediate termination and shall be a deemed voluntary resignation without cause connected to employment. This policy also applies to any employee who is absent on approved leave who does not contact his/her supervisor as required before the period of approval leave expires. Any employee who wishes to be subject to this policy must retain contact with his/her supervisor or submit written resignation of employment.

Absence without notice for three workdays shall be deemed chronic and unexcused. This will result in immediate termination and be documented as an excessive violation of our attendance policy.

Absence Due to Job-Related Injury

Absences due to job-related injuries keep the employee from being productive at work or at home. Goodwill Industries makes every effort to assist the employee to return to work as soon as possible.

Employees sustaining a job-related injury are required to submit to a drug/alcohol test.

After each doctor visit for a work-related injury, the employee must submit a doctor's certification with diagnosis to the manager/supervisor who will forward it to Human Resources. The injured employee is required to keep all doctor/therapy appointments.

Light-Duty Work

Goodwill Industries provides light duty assignments. Employees returning to work, after a work-related injury must have a doctor's certificate indicating any work restrictions.

Should an on-the-job injury result in restrictions which prevent the employee from performing normal job duties, alternate or light duty work will be arranged, if available, until the employee is able to return to normal job duties.

Failure to work light duty as assigned may result in forfeiture of any applicable benefits.

Cell Phone Use

Employees may carry and use a personal cell phone while at work with management's approval only. If the employee's use of a personal cell phone causes disruptions or loss in productivity, the employees may become subject to disciplinary action up to and including termination.

If an employee is operating a company vehicle and receives a call on a cell phone, the employee may answer, but should ask the caller to hold, put the phone down and pull to the side of the roadway, into a parking lot or other safe location to respond to the call. Employees shall not read or respond to text or other electronic messages while operating a vehicle.

Disclosure of Employee Records

It is the policy of Goodwill Industries to maintain confidentiality of employment records of present and former employees.

Reference information requested by a prospective employer for a former employee will be released only with a signed employee authorization for specific information and will be done by Human Resources only.

Any requests for references, employment verification and/or letters of recommendation for a current or terminated employee must be forwarded to Human Resources.

Dress Code

Grooming

It is the policy of Goodwill Industries of South Texas, Inc to ensure that all employees and participants dress appropriately for their job assignments. Certain dress requirements are mandatory due to health and safety concerns. This dress code applies to all employees, participants, and volunteers of Goodwill Industries of South Texas, Inc.

Goodwill Industries of South Texas reserves the right to determine inappropriate attire consistent with established policy and procedures.

Dress Code Standards for all Work Stations:

1. Personal appearance, grooming, and hygiene must be such that an individual does not offend others or create a health/safety hazard for themselves, co-workers, or customers.
2. Visible tattoos (images and/or words) and body piercing(s) may not be offensive or distracting. Employee may be asked to remove or cover visible piercing while at work.
3. No odd hair colors (i.e., purple, green, etc.). No flamboyant/distracting hair styles. Hair should be clean and combed during work hours.
4. Facial hair must be groomed and neat in appearance.
5. Headwear, as approved by management may be worn.
6. All outer garments, including footwear, must be in good condition and project a business-like appearance consistent with assigned work station.
7. Unacceptable attire includes:
 - A. Frayed, torn, soiled or wrinkled outer garments
 - B. Leggings, spandex, or any other form fitting pants
 - C. Sweatpants, exercise pants or basketball shorts
 - D. Excessive jewelry
 - E. Flip-flops, slippers, thongs, beach shoes, etc.
 - F. T-shirts, sweatshirts, or any other wear with inappropriate or offensive logos, designs or messages
 - G. Midriff, tank, tube and halter-tops, low-cut tops, or see-through outer garments

- H. No dress or skirt shorter than three (3) inches above the knee when standing
8. Perfumes and colognes should be subtle. Some employees may be allergic to the chemicals in these fragrances.
 9. All employees and participants will wear name tags.
 10. When authorized by the President and CEO, dress code standards may be relaxed to include casual attire such as jeans and athletic shoes.
 11. Supervisors have the authority to determine appropriateness of attire and may request employee to change.

Employees assigned to Retail Store Work Stations:

1. Closed-toe shoes must be worn when assigned to Retail work stations. Shoes with resilient and comfortable soles are recommended to provide comfort during extended periods of work while standing/walking.
2. Jeans are permitted. Jeans must be in good condition and blue or black in color.
3. Shorts are not permitted.
4. Pants/Jeans must fit properly and be worn appropriately at waist.
5. Shirts/T-Shirts with Goodwill logo permitted any time.
6. Employees assigned to Retail work stations must wear name tag above the waist.
7. Smocks/aprons may be permitted with approval from supervisor.

Employees Assigned to Donation Station, Production, Transportation and Warehouse Work Stations:

1. Closed-toe shoes must be worn when assigned to Production, Custodial or a Donation Station.
2. Safety toe footwear must be worn when assigned to Transportation, Warehouse (includes baler and forklift operations) and Facilities Maintenance work stations.
3. Jeans are permitted. Jeans must be in good condition, and blue or black in color.
4. Shorts are permitted when assigned to a donation station or warehouse position. Shorts must be knee-length when standing and of solid color (blue, khaki, black, brown, etc.). No loud or distracting colors or designs are permitted.
5. Pants/Jeans or shorts must fit properly and be worn appropriately at waist.
6. Shirts/T-shirts with Goodwill logo permitted any time.

Employees Assigned to Office Work Stations:

All other staff will be expected to dress in an appropriate manner to convey a professional appearance or image.

1. Dresses/skirts not shorter than 3 inches above knee when standing
2. Slacks/pants should fit appropriately
3. No tank tops or spaghetti straps unless another shirt, sweater or jacket is worn over it
4. Business Capri pants are acceptable
5. Casual shirts, golf shirts, sweaters are acceptable
6. Ties/Jackets are optional for every day attire
7. Open toed shoes are acceptable if they are appropriate for the work place
8. Shorts are not permitted

Drug/Alcohol

It is the policy of Goodwill Industries to maintain a safe, healthy, productive and drug and alcohol-free work environment for its employees and for others who come into contact with Goodwill. This policy applies to **all** employees of the agency regardless of position and shall include temporary and part-time employees.

Following an employment offer, all full-time positions and positions that require the use of heavy machinery will require a pre-employment drug test. Applicants with confirmed positive results will have the offer of employment rescinded.

Drug and alcohol testing of employees may be scheduled on a random basis or in mass, and in other situations where behavior or evidence indicates the possibility of substance abuse (i.e., testing for probable cause). Probable cause will include, but not be limited to, the following:

1. Excessive absenteeism.
2. Physical evidence (stumbling, slurred speech, dilated pupils, etc.)
3. Noted differences or decline in quality of work.
4. A credible eyewitness report of possession or use of drugs or alcohol on the job.
5. Post accident.

Refusal to participate in a drug test shall be considered grounds for immediate termination.

Following a positive drug test, the employee will be suspended without pay. To continue employment, the employee must submit to rehabilitation or other form of treatment at the employee's expense. An employee may be reinstated for work on the condition that random testing will be conducted for a specified amount of time.

Management has the authority to terminate employees from employment immediately for failure to comply with the Drug and Alcohol Policy or testing procedures.

Equal Employment Opportunity

It is the policy of Goodwill Industries of South Texas, Inc. to employ qualified persons without regard to race, color, religion, sex, age, national origin, disability or veteran status. This policy applies to treatment during employment and prohibits discrimination against any individual in such areas as employment advertising, recruiting, hiring, classifying, promoting, discharging, compensating, and in other terms and conditions of employment.

Employee Grievance

It is in the policy of Goodwill Industries of South Texas, Inc. to allow an employee an avenue of communication for the employees to freely discuss any grievance. The purpose of this policy is to promote good employee morale. A fair and orderly process will be used to resolve grievances arising from work situations or involving allegations of policy violations. Employees may obtain assistance from their supervisors or Human Resources in resolving the grievance. Copies of the grievance procedures are available to employees in UKG or from Human Resources.

Ethics Point

Goodwill Industries of South Texas, Inc. is proud of the ongoing adherence to ethical conduct both internally with staff and externally with our customers. The stance Goodwill Industries of South Texas, Inc. has taken on ethical issues, such as financial fraud, dishonest and unethical behavior, has always been spelled out in our policies and procedures and acted upon in a fair and expeditious manner by the administration.

One of our priorities is to continue to create a preserve an environment where you enjoy your job, feel safe and work in a secure and ethical workplace while supporting our mission. To aid in this endeavor, Goodwill Industries of South Texas, Inc. has secured a hotline/helpline firm, EthicsPoint, a well-known company in the nonprofit community. While not superseding our current policies and procedures, the hotline/helpline/web page provides staff and other stakeholders additional methods to raise concerns about possible unethical or inappropriate behavior within our company. Complaints may be filed online through the website (www.ethicspoint.com) or by phone [1-888-359-6319](tel:1-888-359-6319) and, if preferred, may be made anonymously.

Every person, regardless of position, shares in the responsibility for promoting a positive environment, and we call all work together on this.

Harassment

All harassment is prohibited at Goodwill Industries. Harassment includes: unlawful workplace harassment, hostile work environment, sexual harassment, and retaliation. It is the policy of Goodwill Industries of South Texas, Inc. that no employee may engage in conduct that falls under the definition of unlawful workplace harassment. All employees are guaranteed the right to an environment free from harassment and retaliation.

Harassment can be any act which results in an unacceptable/hostile work environment. Harassment may be in relation to race, color, religion, sex, age, national origin, disability or veteran status.

It is the responsibility of each employee who is the object of harassment to notify their immediate supervisor, or if the harassment personally involves the immediate supervisor, to notify the next level of supervision or Human Resources.

A prompt investigation will be conducted by management. Retaliation against employee for reporting harassment claims is strictly prohibited. Every effort will be made to keep all information as confidential as possible. Prompt remedial action will be taken to eliminate further occurrences.

Hiring Relatives

Goodwill's policy is to hire the best qualified person for the job. When the best qualified person is a relative of the direct supervisor, the President and CEO must approve the hire. Should the President and CEO be the direct supervisor of a relative, the President and CEO must notify the Board of Directors at the earliest opportunity, as well as incorporate notification of the supervisory relationship into the New Board Member Orientation Manual. Consult with Human Resources for the definition of "relative".

Introductory Period

It is the policy of Goodwill Industries of South Texas, Inc. to consider the first three months of employment as an introductory period. During this period, the new employee's suitability for the position will be evaluated to determine if expectations, person needs, and future growth are mutually compatible.

A newly hired employee who is absent more than five (5) scheduled work days within the introductory period may be subject to an extension of the introductory period or termination.

A newly hired employee may be terminated at the discretion of management without advance notice or recourse at any time during the introductory period.

An employee promoted, transferred, or recalled to another position within the organization shall be placed on a 90-day introductory period. At the sole discretion of management, if it is determined within the introductory period that the employee's performance is unsatisfactory, the employee may be returned to his/her previous position.

Retention of an employee beyond the introductory period does not alter the employee's status as an employee-at-will.

Life-Threatening Illness

Goodwill Industries understands that employees and clients with life-threatening illnesses such as cancer, Acquired Immune Deficiency Syndrome (AIDS), and other diseases may wish to continue to work.

Managers/supervisors shall inform Human Resources of the health condition of the employee. Reasonable precautions shall be taken to protect the confidentiality of the employee's health condition.

Mileage

An employee using his/her own vehicle for **authorized** agency business must have a valid Texas driver's license, clean driving record and carry the minimum state liability insurance.

Mileage reimbursement requests must be submitted on a quarterly basis. Failure to submit mileage reimbursement requests in a timely manner will result in forfeiture of reimbursement.

All drivers' licenses will be reviewed once per year by Goodwill's insurance carrier. Unacceptable violations may result in forfeiture of mileage payment and/or termination of employment.

Performance Evaluations

Goodwill has a formal Performance Appraisal process used on an individual basis to formally exchange information between the supervisor and employee on:

1. Job results expected
2. Level of accomplishment
3. Area of strengths and developmental and training needs
4. Goals and objectives

This process occurs for all full-time and part-time, non-exempt employees during the 90-day introductory period and on an annual basis.

Outside Employment

Any employment or other activity outside of employment with Goodwill Industries, while not prohibited, must be seriously considered by the employee as it affects performance. The use of Goodwill facilities, equipment and/or supplies by an employee in connection with a secondary employer is strictly prohibited.

Safety

It is the policy of Goodwill Industries of South Texas, Inc. to conduct its business in a manner that protects the safety of employees, others involved in its operations, customers, and the public. Goodwill Industries is committed to identify and eliminate or manage safety risks associated with the activities of the organization.

All injuries, regardless of severity, must be reported to your supervisor immediately. REFER TO THE HEALTH AND SAFETY BOOKLET.

Smoking

It is the policy of Goodwill Industries to provide a safe, clean and smoke-free work environment for employees.

Smoking is prohibited in all work locations including all offices, classrooms, restrooms, hallways, reception areas, retail stores, agency vehicles, and near any trash receptacle bin or dumpster. Smoking will be permitted in designated areas only. To maintain a clean environment, smokers and/or tobacco users must properly dispose of any remains, trash or debris they may cause.

Social Media

Only those officially designated have the authority to participate in online discourse on behalf of Goodwill Industries of South Texas, Inc.

Goodwill employees and volunteers may choose to be responsibly involved in social media should be mindful that what is published may reflect on Goodwill's brand.

Employees who identify themselves on social media as an employee of Goodwill Industries of South Texas, Inc. are to conduct themselves in line with the Goodwill policies and procedures. All Goodwill employees will be held responsible for what is published on their social media accounts. Any violation of Goodwill policies, procedures, and/or codes of conduct will lead to disciplinary action up to and including termination.

Do not post pictures of employees or participants to official social media accounts without a signed release form.

ANY EMPLOYEE DETERMINED TO HAVE VIOLATED THE INTENT OF ANY GOODWILL POLICIES OR PROCEDURES WILL BE SUBJECT TO DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION.



SUMMARY OF BENEFITS

CONTACT BUSINESS OFFICE FOR FURTHER INFORMATION OR CHANGES ABOUT ANY BENEFITS STATED HEREIN.

Dental Insurance

All regular, full-time employees are eligible on the 1st of the month after 60-days of employment and part-time employees are eligible after 90-days of employment. The premiums are established by the dental insurance provider.

Employee Service Awards

All regular, full-time and part-time employees are eligible, upon completion of a specific number of years of employment, to receive an employee service award. The years of employment will be in five-year increments beginning with 5 years, 10 years, 15 years, 20 years and 25 years of service.

Family And Medical Leave

All regular, full-time and part-time employees are entitled to an **unpaid** 12-week family and medical leave of absence due to the following **Basic Leave Entitlement:**

1. birth of a child and/or to care for that child
2. placement of a child for adoption or foster care and/or to care for the newly placed child
3. caring for a spouse, child or parent with a serious health condition
4. serious health condition of the employee
5. Military Family Leave Entitlements

To be eligible, employees must have been employed by the agency for the previous 12 months and must have worked a minimum of 1,250 hours prior to the leave.

During the up to 12 week leave, the employee will be required to report their status to the Vice President of Human Resources every 3 weeks. The employee is required to notify the Director of Human Resources of their return to work one month prior to leave expiration. Failure to return to work upon completion of the leave will be considered a voluntary termination.

Funeral Leave

All regular, full-time employees are eligible upon employment to take paid time off for the death of a member of the immediate family. Contact Human Resources for a definition of immediate family.

Health Plan

All regular, full-time employees are eligible on the 1st of the month after 60-days of employment. The medical benefits and premiums are based on the group health plan policy currently in effect for Goodwill Industries of South Texas.

Holidays

There are nine (9) total holidays plus a floating holiday.

The offices and the warehouse are closed on the following holidays:

New Year's Day Thanksgiving Day
Good Friday Day after Thanksgiving Day
Memorial Day Christmas Eve
Independence Day Christmas Day
Labor Day Floating Holiday*

* Floating holiday is designated by President and CEO.

The stores and Donation Stations are closed on the following holidays only:

Easter Sunday Thanksgiving Day
Christmas Day

Holiday Pay

All regular, full-time employees are eligible for holiday pay after 90-days employment.

Regular, full-time, employees who are required to work on a holiday will be given compensating time off during the same pay period.

To receive holiday pay the employee must work the day before and after the holiday, unless excused by his/her supervisor.

Jury Duty

All regular, full-time and part-time employees are eligible upon employment to take time to fulfill jury duty summons.

Life Insurance

All regular, full-time employees are eligible on the 1st of the month after 60-days of employment. Coverage begins

at \$20,000. Goodwill provides this benefit to eligible employees.

Sick Time

All regular, full-time employees are eligible after 90-days employment.

Store Discount

All regular, full-time and part-time employees are eligible for a 50% discount upon employment.

Retirement Savings Plan

As a Non-Profit organization Goodwill Industries of South Texas, Inc. uses a 403(b) retirement saving plan.

All Goodwill employees are eligible to enroll on the 1st day of employment. Participation will begin on the 1st day of the plan quarter following the date you enroll.

There are no age and/or services requirements for eligibility.

Goodwill will match employee contributions (currently up to 5%, this is subject to change at the discretion of the Board of Directors). Requirements for employer matching are that you must be at least 21 years of age and have been employed for a minimum of 12 months.

Vacation

All regular, full-time employees are eligible after one (1) year of service with Goodwill. The first year is pro-rated.

ALL POLICIES, PROCEDURES AND BENEFITS PROVIDED UNDER THE PERSONNEL POLICIES ISSUED BY GOODWILL INDUSTRIES OF SOUTH TEXAS, INC. ARE NOT TO BE CONSTRUED AS CREATING OR CONSTITUTING A CONTRACT WHETHER EXPRESSED OR IMPLIED WITH THE EMPLOYEE. THE AGENCY RESERVES THE RIGHT TO MAKE MODIFICATIONS OR TO TERMINATE ANY BENEFITS AT ANY TIME, WITH OR WITHOUT NOTICE.



PROGRESSIVE DISCIPLINE

Employees who violate any agency policies may be disciplined in a timely, fair, equitable and consistent manner. The purpose of progressive disciplinary action is

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to work with the employee to remedy improper conduct and/or improve performance.

The following disciplinary steps may be used as appropriate:

- STEP 1 - Verbal Warning - First Offense
- STEP 2 - Written Warning - Second Offense
- STEP 3 – Termination - Third Offense

Any step may be added, omitted or repeated as deemed appropriate by management.



RULES OF CONDUCT

It is to set forth a list of all activities that are considered to be illegal or contrary to good business practices and good employee-employer relations. The listings of these rules does not limit the imposition of disciplinary action up to and including termination for acts by the employee which violate the normal and reasonable standards of workplace conduct as determined by Goodwill Industries.

THE FOLLOWING MAY BE GROUNDS FOR DISCIPLINARY ACTION AND/OR TERMINATION:

THIS LIST IS NOT ALL INCLUSIVE AND SHOULD SERVE ONLY AS A GENERAL GUIDELINE.

1. Poor work performance.
2. Willful violation or disregard of health, fire, security or safety regulations, signs and notices including endangering own safety or the safety of a co-worker.
3. Refusal to follow supervisor instructions.
4. Inability to perform job due to chemical dependency.
5. Behavior resulting in customer, vendor or employee complaints.
6. Failure to report accidents involving employees, clients or customers.
7. Excessive absenteeism or tardiness. Unreported absence of three days is considered a voluntary quit.
8. Leaving your work station (except for reasonable personal needs) without permission from your supervisor is considered a quit.
9. Smoking contrary to established practice.
10. Failure to wear clothing conforming to established standards.
11. Unauthorized use of agency equipment.
12. Failure to observe scheduled work hours.
13. Unauthorized overtime.
14. VIOLATION OF ANY GOODWILL INDUSTRIES POLICY, PROCEDURE OR OTHER ACTIONS DETRIMENTAL TO

GOODWILL INDUSTRIES AS MAY BE DETERMINED BY THE PRESIDENT.

THE FOLLOWING MAY BE GROUNDS FOR IMMEDIATE TERMINATION:

THIS LIST IS NOT ALL INCLUSIVE AND SHOULD SERVE ONLY AS A GENERAL GUIDELINE.

1. Dangerous, threatening, abusive, profane or belligerent language or behavior toward a fellow co-worker, supervisor or people being served by Goodwill.
2. Possession or use of alcoholic beverages, narcotics or dangerous drugs on the company premises or reporting/returning to work under the influence of same.
3. Unauthorized possession of firearms, or weapons of any kind on agency property.
4. Intentionally giving false or misleading information to obtain employment or leave of absence.
5. Willful damage to, destruction, or theft of property belonging to Goodwill Industries, fellow employee, or program participants.
6. Commission of an immoral or criminal act whether on or off the job.
7. Divulging employee salaries or other confidential records or information.
8. Refusal to perform work as directed, willful neglect of duty, malingering or inability to perform the job.
9. Disobedience or insubordination.
10. Harassment including sexual harassment of any individual or employee.
11. Punching another employee's time card or falsifying any time or production record.
12. Violating established administrative or purchasing policies.
13. Unauthorized purchase or sale of Goodwill property.
14. Fighting, horseplay, disorderly conduct.
15. Immoral, indecent or lewd behavior.
16. Refusal to submit to search or drug test.
17. VIOLATION OF ANY GOODWILL POLICIES AND PROCEDURES OR OTHER ACTIONS DETRIMENTAL TO GOODWILL AS MAY BE DETERMINED BY THE PRESIDENT.

GOODWILL INDUSTRIES OF SOUTH TEXAS, INC. RESERVES THE RIGHT TO MODIFY ITS RULES OF CONDUCT AT ANY TIME, WITH OR WITHOUT NOTICE.